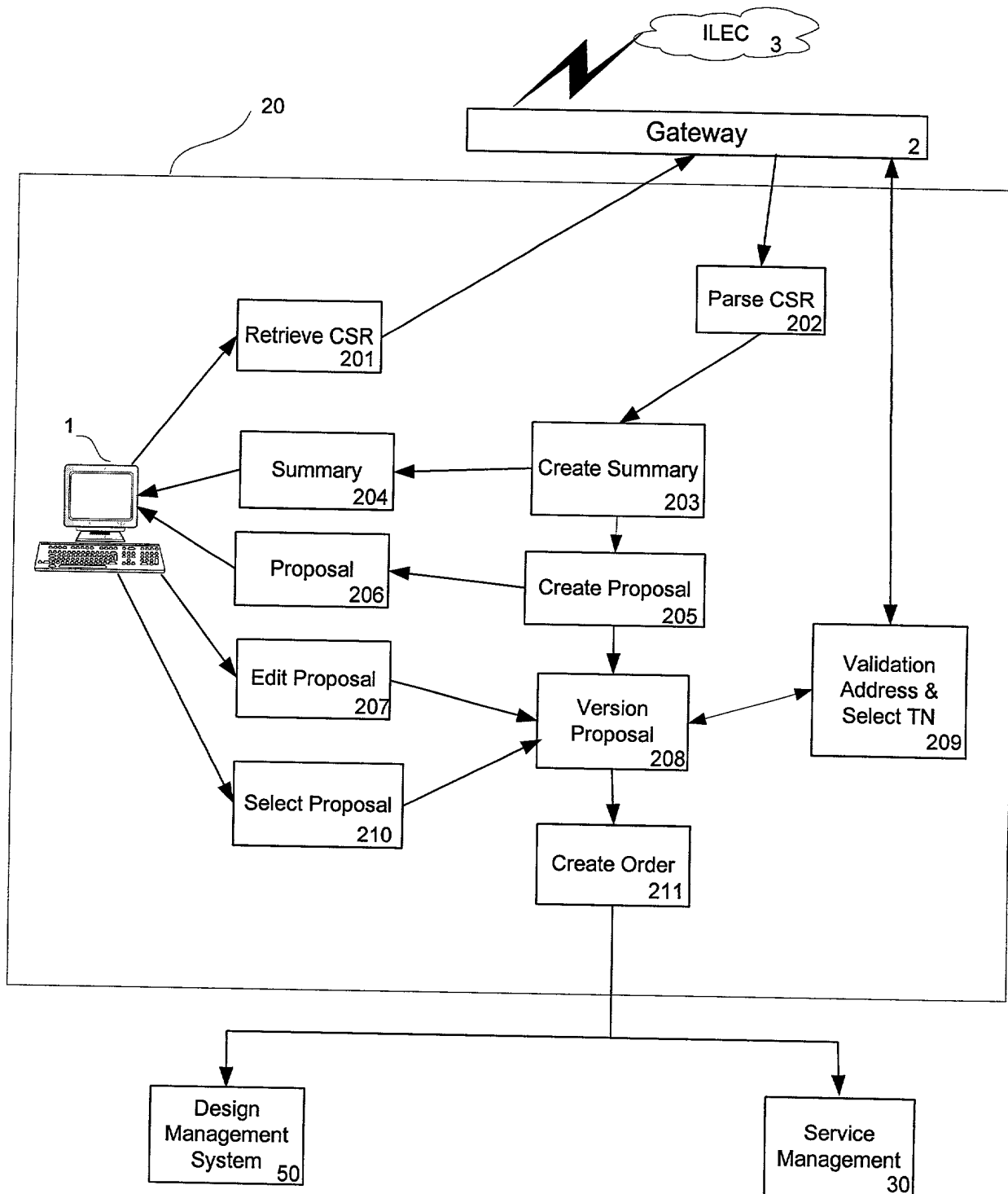
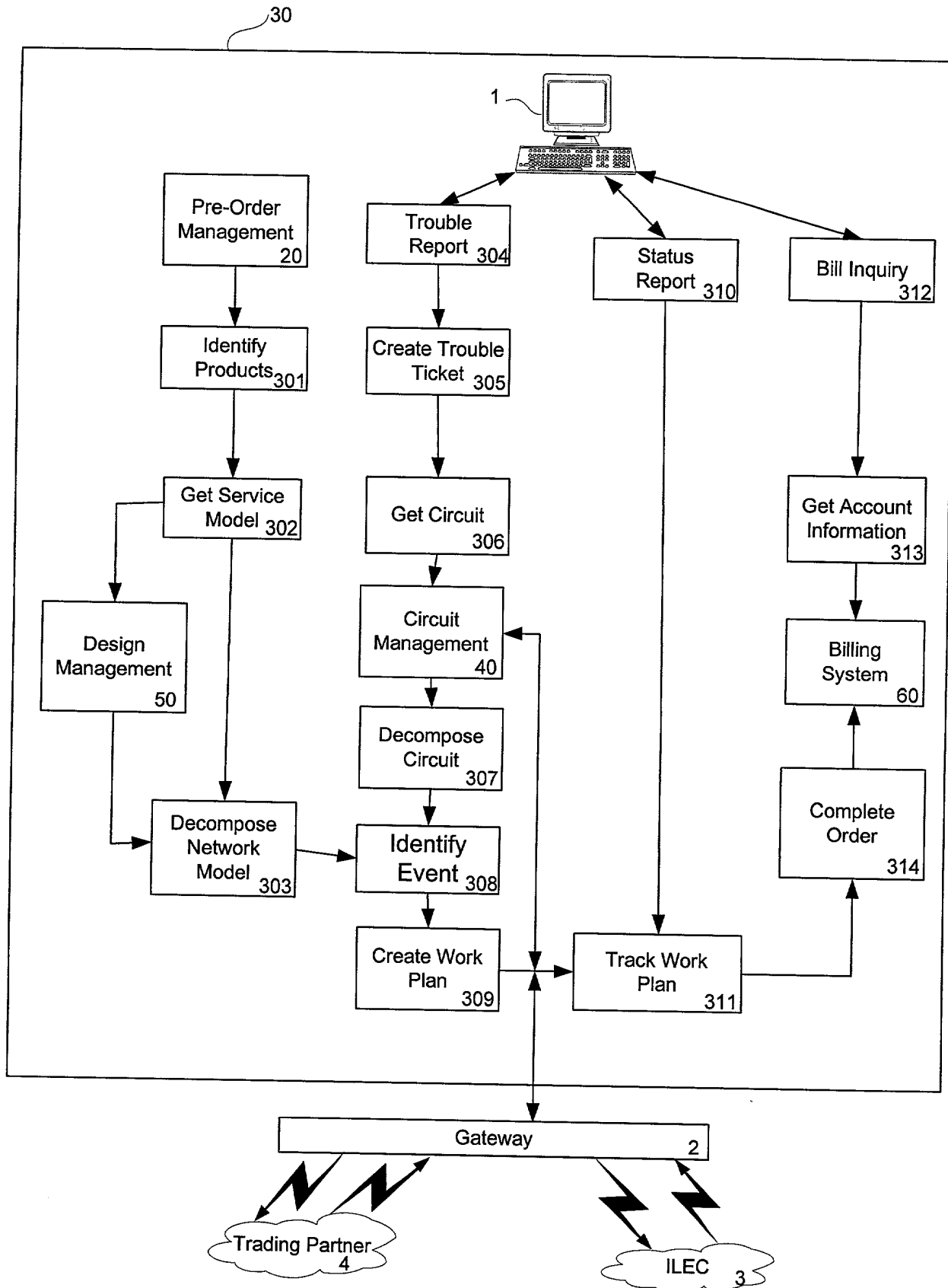


**Figure 1 - Service Manager System**

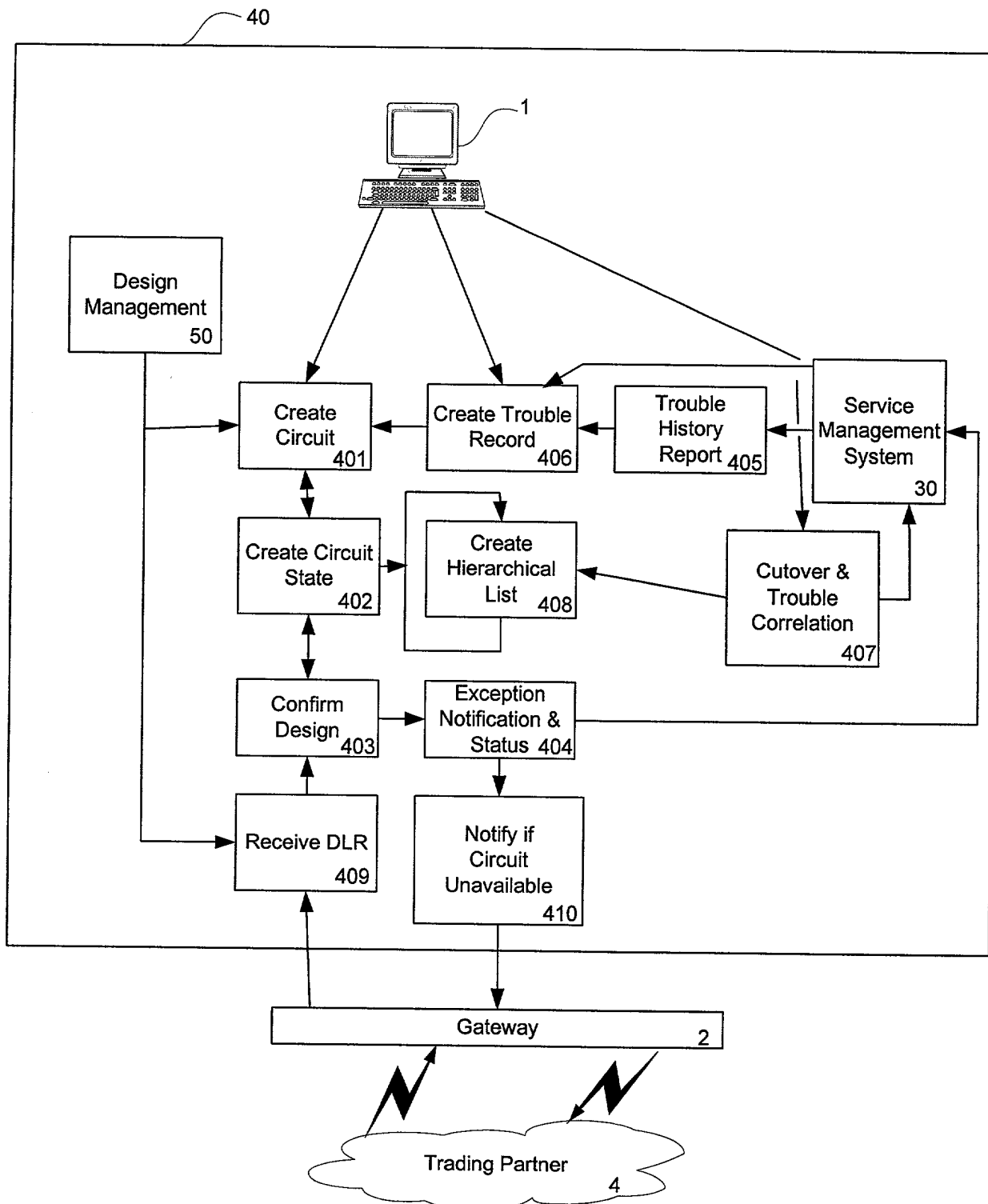


**Figure 2 - Pre-Order Management System**

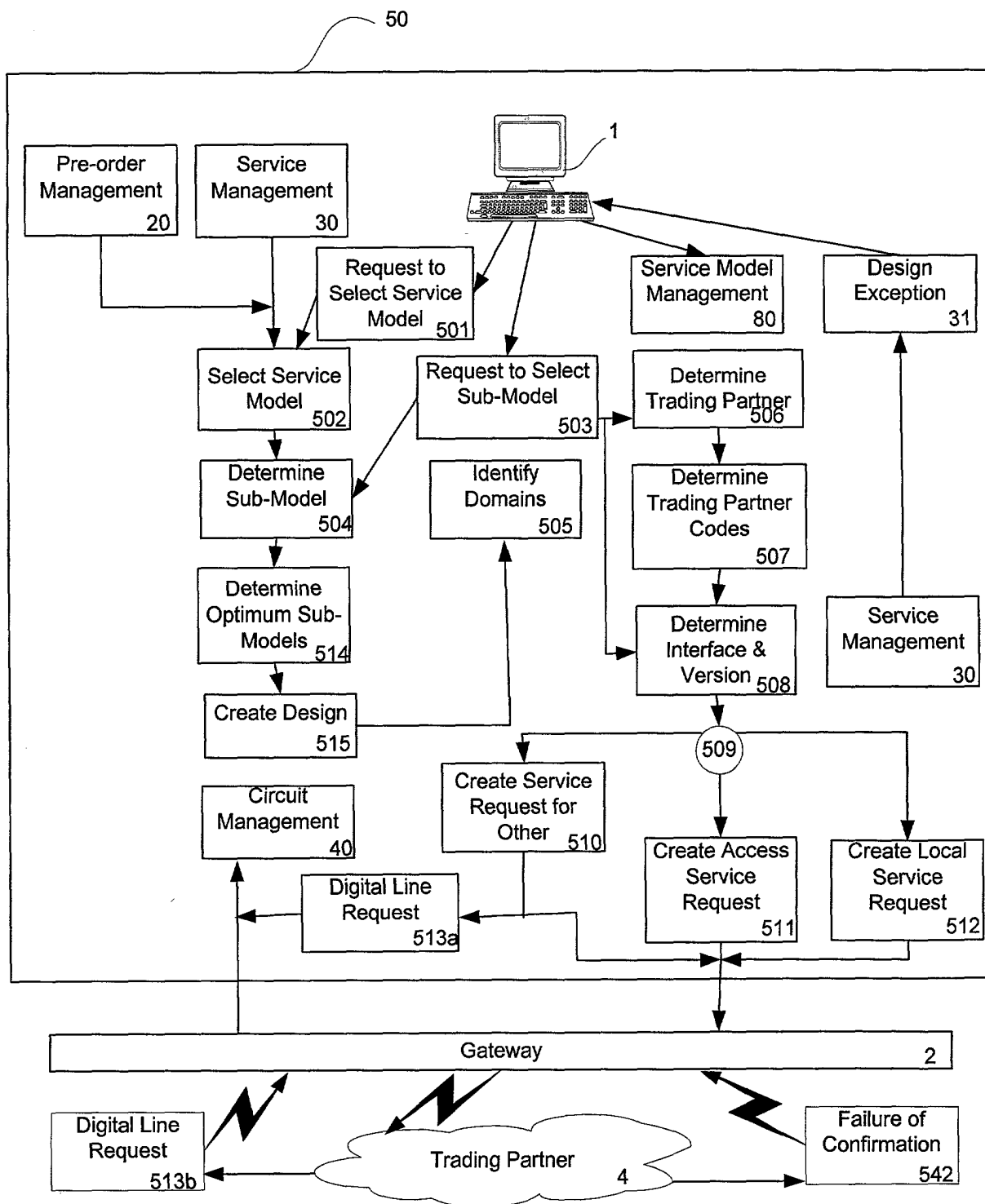


**Figure 3 - Service Management System**

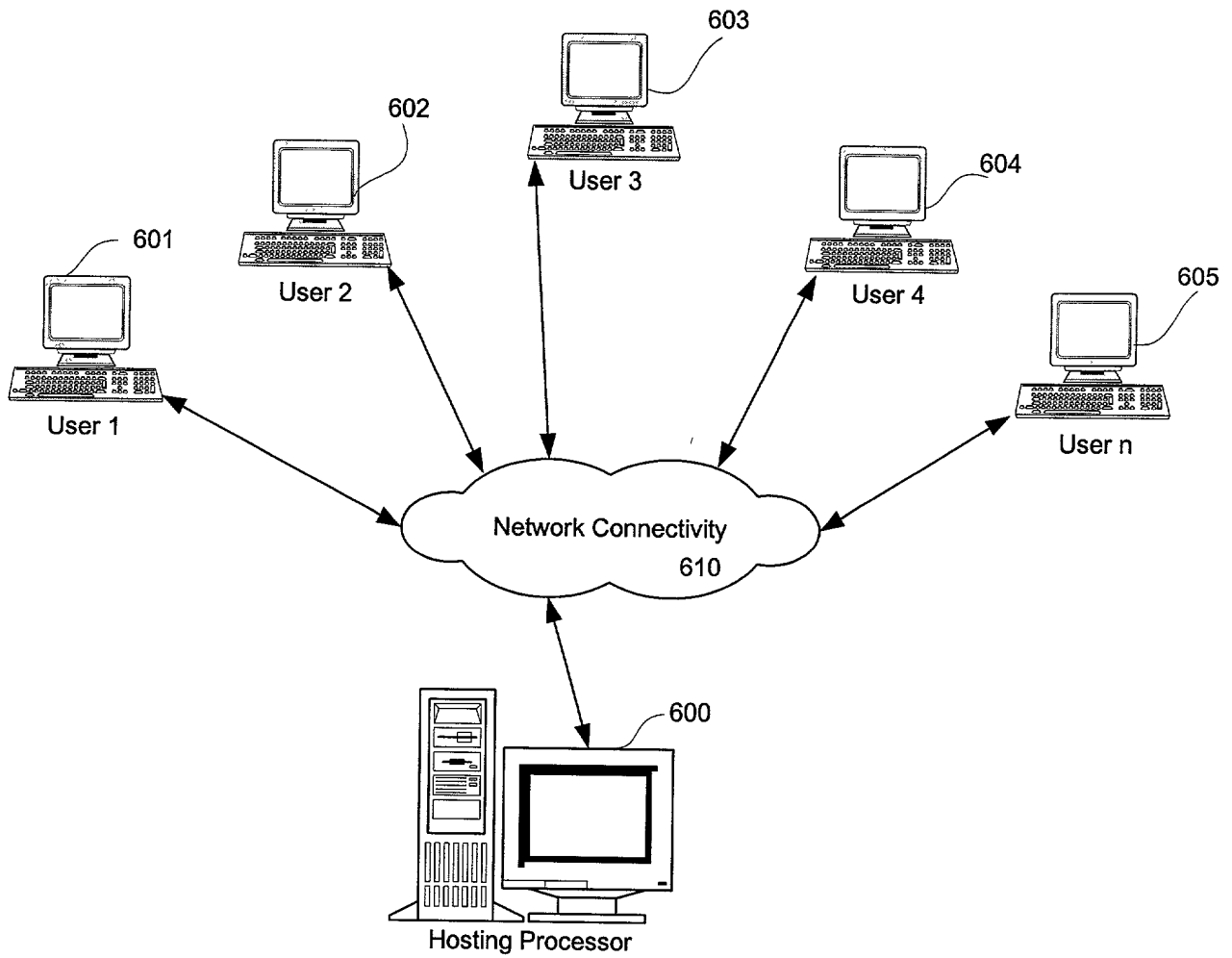
FIG. 4 is a block diagram of a circuit management system 40. The system 40 includes a computer 1, a design management module 50, a service management system 30, and a trading partner 4. The computer 1 is connected to the design management module 50, the service management system 30, and the trading partner 4. The design management module 50 includes a create circuit module 401, a create circuit state module 402, a confirm design module 403, a receive DLR module 409, a create trouble record module 406, a create hierarchical list module 408, an exception notification & status module 404, and a notify if circuit unavailable module 410. The service management system 30 includes a trouble history report module 405 and a cutover & trouble correlation module 407. The trading partner 4 is connected to the gateway 2, which is connected to the design management module 50 and the service management system 30.



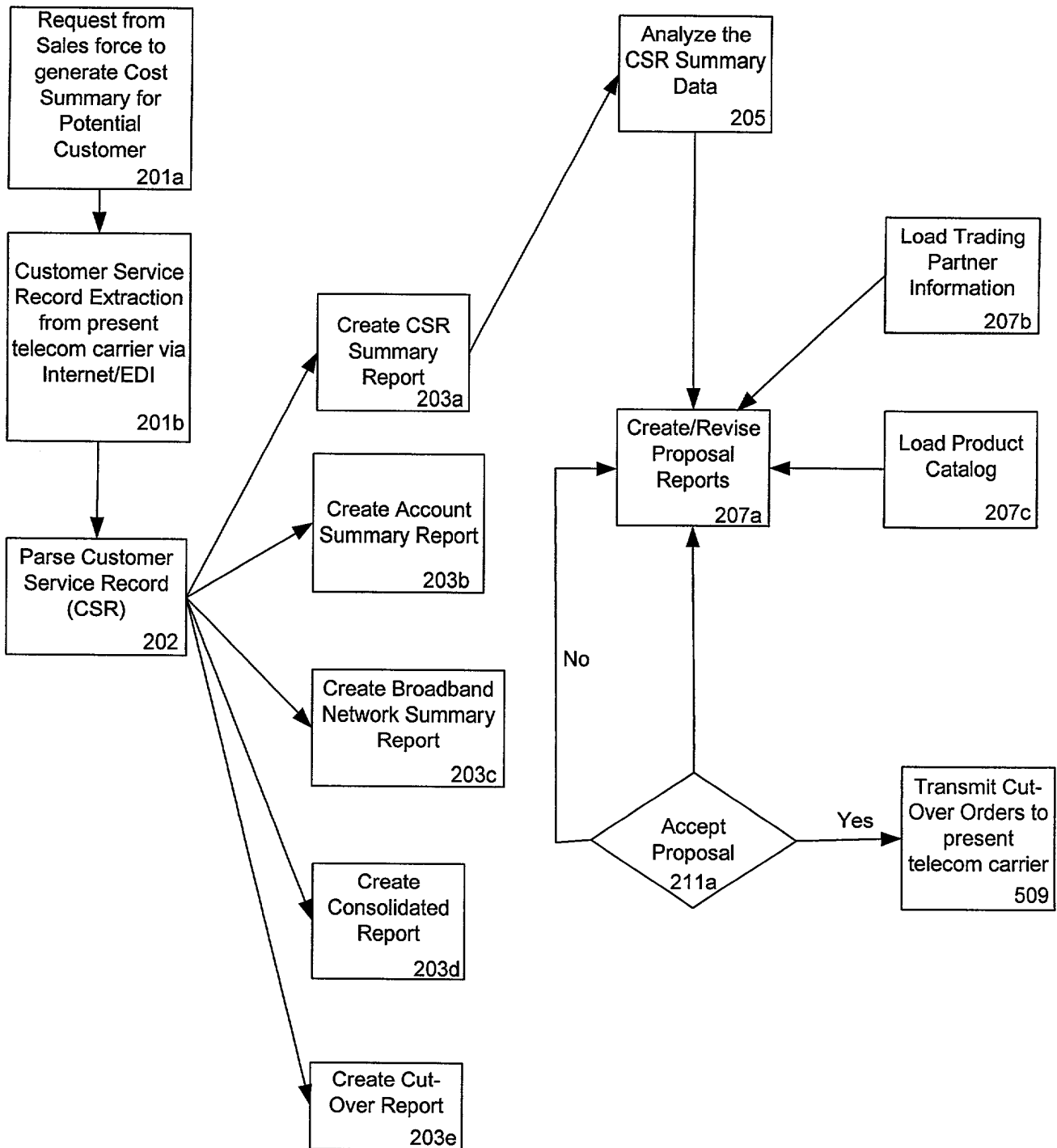
**Figure 4 - Circuit Management System**



**Figure 5 - Design Management System**

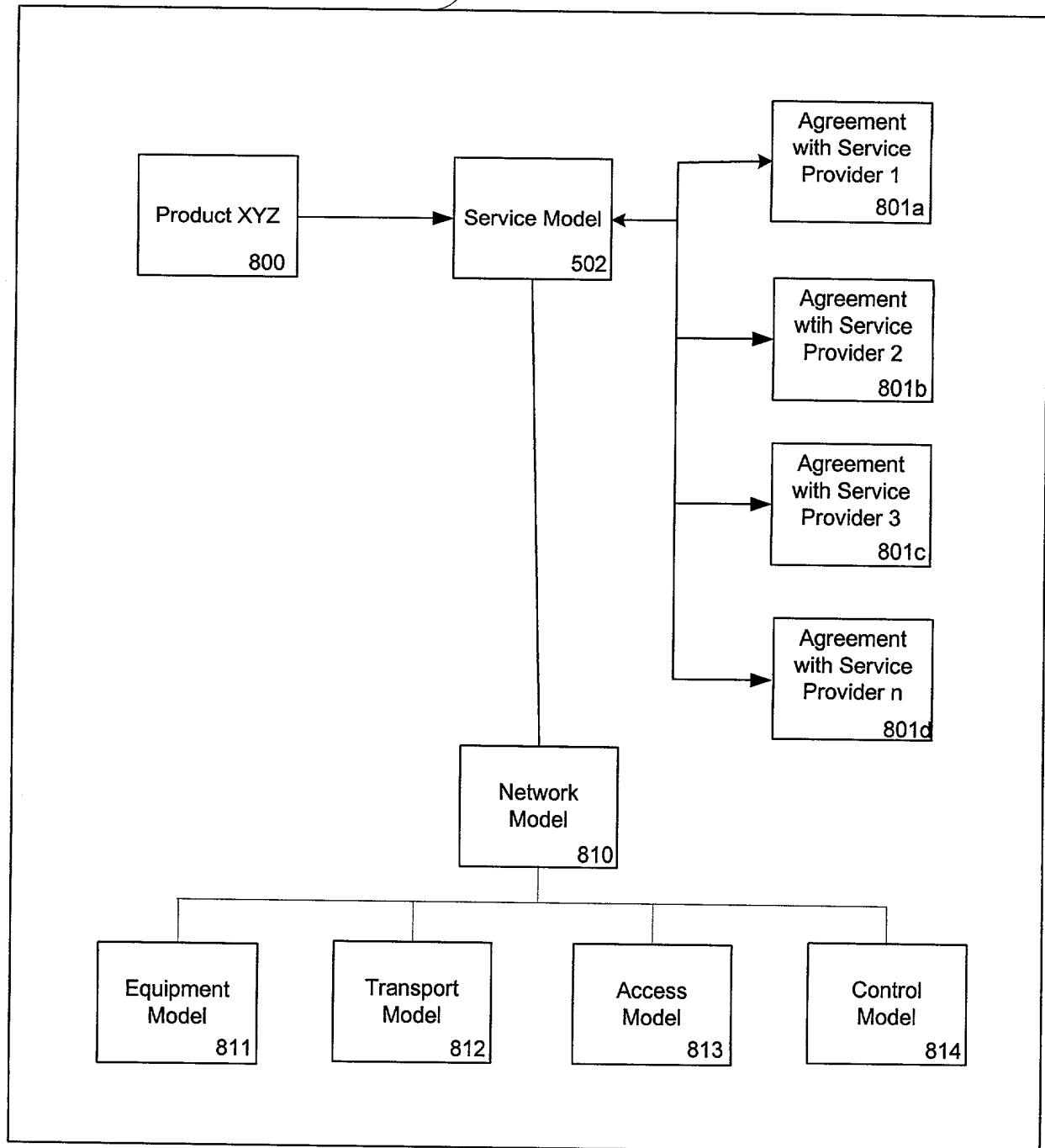


**Figure 6 - Networked Service Manager**



**Figure 7 - Example Sales Proposal Cycle**

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**Figure 8 - Service Model Management System**